

2020-2025 Global Call Centre Market Report - Production and Consumption Professional Analysis (Impact of COVID-19)

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Abstracts

A call centre or call center is a centralised office used for receiving or transmitting a large volume of requests by telephone. An inbound call centre is operated by a company to administer incoming product support or information enquiries from consumers. Outbound call centres are operated for telemarketing, solicitation of charitable or political donations, debt collection and market research. A contact centre is a location for centralised handling of individual communications, including letters, faxes, live support software, social media, instant message, and e-mail.

This report elaborates the market size, market characteristics, and market growth of the Call Centre industry, and breaks down according to the type, application, and consumption area of Call Centre. The report also conducted a PESTEL analysis of the industry to study the main influencing factors and entry barriers of the industry.

In Chapter 3.4 of the report, the impact of the COVID-19 outbreak on the industry was fully assessed. Fully risk assessment and industry recommendations were made for Call Centre in a special period. This chapter also compares the markets of Pre COVID-19 and Post COVID-19.

In addition, chapters 8-12 consider the impact of COVID-19 on the regional economy.

Key players in the global Call Centre market covered in Chapter 13:

BT Communications

Plussoft Informatica

Connect Center

EXL Service Holdings

Teleperformance

CCE Business Hub

ATOS

Sitel

IBM Global Process Services

Antasis Pte Ltd

Convergys Corp

HCL BPO Services NI

Genpact

Enter Call Center

Sykes Enterprises

West Corporation

Capita Customer Management

Tata Consultancy Services

IBEX Global

In Chapter 6, on the basis of types, the Call Centre market from 2015 to 2025 is primarily split into:

Out-sourced Call Centres

In-house Call centres

In Chapter 7, on the basis of applications, the Call Centre market from 2015 to 2025 covers:

BFSI

Retail & Consumer Goods

IT & Telecom

Media & Entertainment

Government

Healthcare

Travel & Hospitality

Others

Geographically, the detailed analysis of production, trade of the following countries is covered in Chapter 4.2, 5:

United States

Europe

China

Japan

India

Geographically, the detailed analysis of consumption, revenue, market share and

growth rate of the following regions are covered in Chapter 8, 9, 10, 11, 12:

North America (Covered in Chapter 8)

United States

Canada

Mexico

Europe (Covered in Chapter 9)

Germany

UK

France

Italy

Spain

Others

Asia-Pacific (Covered in Chapter 10)

China

Japan

India

South Korea

Southeast Asia

Others

Middle East and Africa (Covered in Chapter 11)

Saudi Arabia

UAE

South Africa

Others

South America (Covered in Chapter 12)

Brazil

Others

Years considered for this report:

Historical Years: 2015-2019

Base Year: 2019

Estimated Year: 2020

Forecast Period: 2020-2025

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